

Remington Arms Co., Inc.  
Product Service  
Legal Case #:7427

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
259110	2/21/2012	2/22/2012	2/22/2012	2/4/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Stephen	Cook	45 Mariette Dr	Port Smith	NH	03801		H 603-380-3805 E scook686@comcast.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI cut thumb				
PD	Cause:4038 Could Not Duplicate Concern			
S Fired on safety release	Concern:1007 Fired on Safe Release		N	
C				

3/7/12 Per email sent to Remington.com, incid # 120204-000069, Cook had his 700 on a shooting table and adjusted the stand to set the cross hairs, opened the bolt, inserted a sinel eound in the chamber and closed the bolt. Looking at the rifle while he was still standing next to it he placed his hand on the tang and pushed the safety off. The rifle discharged. Since he was not holding it the recoil sent the rifle and stand up and back and the side of his thumb was cut, perhaps by the edge or side of the scope and his index and middle finger nails were hit by the end of the bolt handle. His friend was standing behind him and saw what had happened. He fired a few more rounds following the same procedure as the first and the rifle did not discharge when he moved the safety to the off position.cmThe rifle is ussed and in very good condition and clean. He did not remove the trigger assm but he did remove the trigger gd and mag whenhe cleaned it after firing that day. He is concerned the trigger may have been modified or has some defect.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/3006 SPRG	25793	C6505939	LK	2/19/1990
Date Purchased	Where Purchased	Accessories	Original Owner			
	Kittery Trading Post		N			

CONCERN: FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	CL/180	30-06				
Concern	Other	Factory	Reload			
0:		Y	N			

Ammo bought from Kittery Trading Post

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion, replace TPA, clean and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	79.90	3/7/2012				

3/7/12 Per Ilion, could not duplicate concern. Safety works hard. Replace TPA, clean and test fire at no charge.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/22/2012
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LK
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/700 SAFETY
	Function	Slightly Worn; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	.013
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	HARD OFF SAFETY
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	M/700 Non-Bolt Lock	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



22"  
L/K/90  
5.5#  
.013

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number  
SR00012344

Serial Number / Description  
C6505939  
Model 700 RIFLE

Date of Request: 02/09/2012  
Date Printed: 02/09/2012

Customer:  
STEPHEN COOK  
45 MARLETTE DR  
PORT SMITH, NH 03801 US

Destination:  
Arms Services  
14 Hoefler Ave  
Ilion, NY 13357 US

Email: SCOOK686@COMCAST.NET

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

## Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

## Service Request Section

ACCIDENTAL DISCHARGE. WHEN TAKING GUN OF SAFTY GUN WENT OFF.

## Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number:

C6505939

Model: 700



RE00259110

RECEIVED  
FEB 27 2012

BY: \_\_\_\_\_

could not duplicate concern  
SAFETY WORKS HAND. Replace  
FPA, CLEAN + Test Fire at N/C

# 230148

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: .00  
Est Sales Tax: .00  
Grand Total: \$ .00

# KITTERY TRADING POST



## KITTERY TRADING POST

301 U.S. Route 1 • Kittery, ME 03904  
207-439-2700 • www.kitterytradingpost.com  
Open 9-9 Mon-Sat, 10-8 Sun

SEND 001 77 5606 01/21/12  
SALE 2.205 4104 4:42 PM

### SHIP TO:

COOK, STEPHEN  
45 MARIETTE DR  
PORTSMOUTH, NH 03801  
(603)319-8570

170337	C6505939	595.00
REMINGTON		
700 BDL RIFLE: BOLT/30-06 SPR		
11195385	PADDED SUPER	29.99
SLING BLACK W/ SWIVE		
395970	DETACH TOP	3.99
MT BASE 36		
395962	DETACH TOP	3.99
MT BASE 35		
18794222	GRAND SLAM	27.79
LEV LOC 1" MED BLK		
153874	ELITE 3-9X40	249.95
MATTE MULTI-X		

SUBTOTAL \$910.71

SHIP FEE .00

910.71 ME TAX 5.000% 45.54

TOTAL \$956.25

GIFT CARD 14.58

REDACTED

UTH# 107925

REDACTED

ACE# 00605693

RCARD 941.67

COOK/STEPHEN M

EXP DATE 02/15

AUTH# 02188P

NUMBER OF ITEMS: 6

PV#5606

CUSTOMER SIGNATURE

SUPERVISOR SIGNATURE

### USED GUN

OUR PRICE: \$595.00  
MFG: REMINGTON  
MODEL: 700 BDL  
CALIBER: 30-06 SPR  
BARREL: 22 INCH  
OTHER: RS, ORG FINISH  
SERIAL #: C6505939



170337

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**Steve Cook**

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**From:** noreply@remington.com  
**Sent:** Wednesday, January 25, 2012 8:29 PM  
**To:** Scook686@comcast.net  
**Subject:** Remington.com On-Line Warranty Card

Dear Customer,

We have received your on-line warranty card registration. Thank you for your submission.

Remember: You may log onto Remington's website for all kinds of information from Remington Country.

Logon today at:

<http://www.remington.com>

Thank you.

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Remington Arms Co. -- America's Oldest Gunmaker

870 Remington Drive, Madison, NC 27025

1-800-243-9700 or 1-336-548-8700 -- FAX: 1-336-548-7801 Visit us in Remington Country at

<http://www.remington.com/>

REMEMBER, FIREARMS SAFETY DEPENDS ON YOU!

Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone.

<http://www.remington.com/safety/safety.htm>

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**Steve Cook**

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**From:** Remington Information [info@remington.com]  
**Sent:** Thursday, February 09, 2012 7:58 AM  
**To:** scook686@comcast.net  
**Subject:** Model 700 Misfire Incident [Incident: 120204-000069]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

**Subject**

Model 700 Misfire Incident

**Discussion Thread**

**Response Via Email (Ron)**

02/09/2012 07:58 AM

Stephen,

We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest you call 1-800-243-9700 (Business hours are Monday-Friday 9am-5pm EST). Please have your serial number ready. At this point we will assign a Service Request to help expedite your repair to one of our Platinum Service Centers or our Factory based on the situation and your location.

**WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.**

If you have any questions as to the warranty on Remington firearms, please refer to the following section of our site.

<http://www.remington.com/pages/support/general-repair-form.aspx>

**Customer By Email (Stephen Cook)**

02/04/2012 05:25 PM

Dear Sir/Madam,

I'm writing to inform you of a misfire incident with a Remington 700 rifle. The incident occurred today (04FEB12). No one was injured and no property damage occurred. I purchased the rifle, used, from the Kittery Trading Post, Kittery, Maine, on 21JAN12. The serial number is C6505939.

Today, I fired the rifle for the first time. I used Remington Core-Loct 180 grain 30-06 ammo, also purchased at the Kittery Trading Post. I had the rifle in a stand on the shooting table, and adjusted the stand to set the cross hairs on target. I opened the bolt, inserted a single round in the chamber, and closed the bolt. Looking at the rifle while I was still standing next to it, I placed my hand on the tang and pushed the safety off. The rifle discharged. Since I was not holding it, the recoil sent the rifle and stand up and back, and the side of my thumb

was cut, perhaps by the edge or side of the scope, and my index and middle finger nails were hit by the end of the bolt handle. My friend was standing behind me and saw what had happened. Since I had the crosshairs on the target and only touched the rifle to switch off the safety, I believe the round hit down range, on or close to the target, and into the safety berm, but I did not watch the round and I am not sure.

I fired a few more rounds, following the same procedure as the first, and the rifle did not discharge when I moved the safety to the off position. In these attempts, rifle only fired when I squeezed the trigger.

I am well aware of the issues of accidental discharge with the 700 but also aware of the guns positive reputation as well. The fact that I bought one is evidence of that. While the rifle is used, it is in good/very good condition and clean. I did not remove the trigger assembly, but I did remove the trigger guard and magazine when I cleaned it after firing today. I am concerned that the trigger may have been modified or has some defect that can't be seen with the trigger assembly in place. The seller's policy is to fix the gun or provide an in-store credit (at their discretion) if there is a safety or function issue reported within 30 days of purchase, but I would prefer to have the gun examined/repaired by factory experts.

Please contact me so we can make arrangements to have the rifle examined and, if necessary, repaired.

Steve Cook  
[scook686@comcast.net](mailto:scook686@comcast.net)  
(603) 380-3805

**Question Reference #120204-000069**

**Product Level 1: Firearms**

**Date Created:** 02/04/2012 05:25 PM

**Last Updated:** 02/09/2012 07:58 AM

**Status:** Waiting

----- We hope that this information will be helpful to you. If we can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. -- America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700-- FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety Section is a must for everyone. <http://www.remington.com/safety> -----  
----- [---001:003756:35094---]

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**Steve Cook**

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**From:** Remington Information [info@remington.com]  
**Sent:** Friday, January 27, 2012 8:05 AM  
**To:** scook686@comcast.net  
**Subject:** Serial Number [Incident: 120125-000163]

Recently you requested personal assistance from our on-line support center. Below is our response.

We will assume your issue has been resolved if we do not hear from you within 72 hours.

Thank you for allowing us to be of service to you.

To access your question from our support site, click here.

**Subject**

Serial Number

**Discussion Thread**

**Response Via Email (Chris)**

01/27/2012 08:04 AM

Stephen,

Thank you for visiting Remington Country! We certainly appreciate you taking the time to write in with your question. According to the serial number provided, your 700 was manufactured in 1990.

Chris

**Auto-Response**

01/25/2012 08:41 PM

The following answers might help you immediately. (Answers open in a separate window.)

Title: What can you tell me about the Model 721?

Link: [http://remington.custhelp.com/app/answers/detail/a\\_id/22](http://remington.custhelp.com/app/answers/detail/a_id/22)

Title: What is the difference between a Full, Modified and Improved Cylinder choke?

Link: [http://remington.custhelp.com/app/answers/detail/a\\_id/122](http://remington.custhelp.com/app/answers/detail/a_id/122)

Title: Which calibers are long action and which are short action?

Link: [http://remington.custhelp.com/app/answers/detail/a\\_id/156](http://remington.custhelp.com/app/answers/detail/a_id/156)

Title: What types of black powder do you recommend for my Model 700 muzzleloader?

Link: [http://remington.custhelp.com/app/answers/detail/a\\_id/31](http://remington.custhelp.com/app/answers/detail/a_id/31)

Title: What caliber is this year's Model 700 Classic?

Link: [http://remington.custhelp.com/app/answers/detail/a\\_id/121](http://remington.custhelp.com/app/answers/detail/a_id/121)

**Customer By Web Form (Stephen Cook)**

01/25/2012 08:41 PM

I recently purchased a model 700, 30-06 Sprg with serial number C6505939. I would like to know the year of manufacture. Thank you.



**Question Reference #120125-000163**

**Product Level 1: History**

**Date Created: 01/25/2012 08:41 PM**

**Last Updated: 01/27/2012 08:04 AM**

**Status: Waiting**

----- We hope that this information will be helpful to you. If we  
can be of further assistance, please contact us at 1-800-243-9700, M-F, 9am-5pm EST. Remington Arms Co. --  
America's Oldest Gunmaker 870 Remington Drive, Madison, NC 27025 1-800-243-9700 or 1-336-548-8700--  
FAX: 1-336-548-7801 Visit us in Remington Country at <http://www.remington.com/> REMEMBER,  
FIREARMS SAFETY DEPENDS ON YOU! Whether you are a beginner or an advanced user, our new Safety  
Section is a must for everyone. <http://www.remington.com/safety> -----  
----- [---001:002026:56613---]







